

I hereby certify that this correspondence is being filed via  
EFS-Web with the United States Patent and Trademark Office  
on June 16, 2006.

TOWNSEND and TOWNSEND and CREW LLP

By: /Janet L. Newmaker/  
Janet L. Newmaker

**AMENDMENT UNDER 37 CFR 1.116  
EXPEDITED PROCEDURE –  
EXAMINING GROUP 2113**

---

PATENT  
Attorney Docket No.: 020375-006600US

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of:

Mark Tonack

Application No.: 10/081,167

Filed: February 22, 2002

For: Maintenance Request Systems  
And Methods

Customer No.: 20350

Confirmation No.: 8437

Examiner: Michael C. Maskulinski

Art Unit: 2113

**AMENDMENT UNDER 37 CFR § 1.116  
EXPEDITED PROCEDURE EXAMINING  
GROUP 2113**

---

Mail Stop AF  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In response to the final Office Action mailed April 19, 2006 for the above-referenced application, please enter the following amendments and remarks.

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 4 of this paper.